PHC Health Provider Survey Questionnaire

GENERAL HEALTH WORKER INFORMATION		
1	**Gender Of The Health Worker**	○ **Male** ○ **Female**
2	**Designation of the health worker**	○ **Medical Officer** ○ **Specialist**
3	**Highest level of Education**	○ **Bachelor's Degree** ○ **Master's Degree** ○ **Doctorate Degree** ○ **Other (please specify) _____**
4	**Years of Experience**	○ **Less than 1 year** ○ **1-5 years** ○ **6-10 years** ○ **11-15 years** ○ **16-20 years** ○ **More than 20 years**
5	**Primary area of Expertise**	○ **Primary healthcare** ○ **Maternal and child health** ○ **Infectious diseases (e.g., HIV/AIDS, malaria, tuberculosis)** ○ **Chronic diseases (e.g., diabetes, hypertension)** ○ **Mental health** ○ **Emergency medicine** ○ **Other (please specify) _____**
6	**District**	

Respected healthcare provider, Your input on the usage and effects of digital decision support systems in tele-clinic practice is crucial - please take part in our survey to share your valuable feedback.

Supplemental material

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BMJ Open

DDSS utilization pattern

1. **Do you currently use a digital decision support system (DDSS) in your tele-clinic practice?**

| ○ **Yes, I use a DDSS.** | ○ **No, I do not use a DDSS.** |

2. **How frequently do you use the DDSS in your tele-clinic practice?**

| ○ **Multiple times a day** | ○ **Several times a week** | ○ **Once a week or less** | ○ **Rarely or never** |

3. **How do you make decisions in your tele-clinic practice?**

| ○ **I rely on the DDSS for diagnosis and treatment decisions.** | ○ **I rely on my clinical experience and knowledge without a DDSS.** | ○ **I use a combination of the DDSS and my clinical experience.** | ○ **N/A - I do not use a DDSS.** |

4. **What factors influence your decision to use the digital decision support system (DDSS) in your tele-clinic practice?**

| ○ **The complexity of the case and the potential benefits of using the DDSS..** | ○ **Time constraints and the availability of alternative decision-making methods.** | ○ **Recommendations from colleagues or other healthcare professionals.** | ○ **N/A - I do not use a digital decision support system.** |

5. **How confident are you in the accuracy and reliability of the digital decision support system (DDSS) you use?**

| ○ **Very confident, it consistently provides accurate recommendations.n.** | ○ **Confident, it generally provides accurate recommendations..** | ○ **Neutral, I have mixed experiences with its accuracy..** | ○ **Not confident, I have encountered inaccuracies in its recommendations..** |

Social Influence

1. Have you received positive feedback or recommendations from colleagues regarding the use of DDSS?

| ○ **Yes, many colleagues have praised the benefits of DDSS.** | ○ **Yes, a few colleagues have mentioned the advantages of DDSS.** | ○ **No, I have not received any feedback or recommendations.** | ○ **N/A - I do not use a DDSS.** |

2. How much influence do colleagues have on your decision to use or not use a DDSS?

| ○ **High, there is significant pressure to use the DDSS.** | ○ **Moderate, there are some expectations to use the DDSS.** | ○ **Low, there is minimal pressure or influence to use the DDSS.** | ○ **N/A - I do not use a DDSS** |

3. How inclined are you to recommend the DDSS to other healthcare professionals?

| ◯ Highly inclined, I believe other professionals would benefit greatly from using the DDSS | ◯ Moderately inclined, I would recommend the DDSS based on specific situations or needs | ◯ Somewhat disinclined, I have reservations about recommending the DDSS to others. | ◯ Highly disinclined, I would not recommend the use of the DDSS to other professionals. |

Facilitating Conditions

1. How accessible is the DDSS in your tele-clinic practice?

| ◯ Highly accessible, I can easily access the DDSS whenever needed. | ◯ Moderately accessible, there may be some minor barriers to access. | ◯ Somewhat accessible, there are significant barriers to accessing the DDSS. | ◯ Not accessible, I do not have access to a DDSS. |

2. Are there any organizational policies or guidelines that promote the use of DDSS in your tele-clinic practice?

| ◯ Yes, there are specific policies that promote DDSS utilization. | ◯ There are general guidelines, but they do not specifically promote DDSS use. | ◯ No, there are no policies or guidelines related to DDSS utilization. | ◯ N/A - I do not use a DDSS. |

3. How do you perceive the level of support and training provided for the digital decision support system or DDSS?

| ◯ Excellent, the support and training resources are comprehensive and effective | ◯ Good, the support and training resources are helpful and sufficient | ◯ Fair, the support and training resources could be improved. | ◯ Poor, the support and training resources are inadequate or lacking |

4. In your experience, how often do you encounter technical issues or glitches while using the digital health system or DDSS?

| ◯ Rarely or never, technical issues are minimal.. | ◯ Occasionally, there are some technical issues or glitches. | ◯ Frequently, technical issues or glitches are a common occurrence. | ◯ N/A - I do not use a digital health system or DDSS |

5. How responsive is the technical support team in resolving any technical issues or inquiries related to the digital health system or DDSS?

| ◯ Very responsive, they promptly address and resolve issues. | ◯ Responsive, they generally provide timely assistance.. | ◯ Neutral, the responsiveness varies depending on the issue | ◯ Not responsive, it takes a long time to receive support |

Users Behavioral Intentions towards DDSS

1. **How likely are you to continue using the DDSS in your tele-clinic practice in the future?**

◯ Highly likely, I see great value in continuing to use the DDSS.	◯ Moderately likely, I would consider using the DDSS depending on future circumstances.	◯ Somewhat unlikely, I am uncertain about the long-term use of the DDSS.	◯ Highly unlikely, I plan to discontinue the use of the DDSS.

2. **How would you rate the overall impact of the digital health system or DDSS on the quality of patient-provider interactions in your tele-clinic practice?**

◯ Very positive, it has enhanced patient-provider interactions.	◯ Positive, it has somewhat improved patient-provider interactions.	◯ Neutral, the impact on patient-provider interactions is unclear or mixed.	◯ Negative, it has had a negative impact on patient-provider interactions

3. How well does DDSS support adherence to specific patient management guidelines/protocols?

◯ Very well, it helps me adhere to guidelines/protocols consistently.	◯ Well, it assists me in following guidelines/protocols to some extent.	◯ Moderately, there are limitations in supporting adherence to guidelines/protocols.	◯ Poorly, it does not effectively support adherence to guidelines/protocols

4. How would you rate the effectiveness of the digital health system or DDSS in facilitating timely communication and information exchange with other healthcare providers?

◯ Very effective, it enables seamless communication and information exchange	◯ Effective, it generally facilitates timely communication and information exchange.	◯ Moderately effective, there are occasional delays or challenges in communication and information exchange.	◯ Ineffective, it hinders communication and information exchange.

User Satisfaction with DDSS

1. **How satisfied are you with the overall user interface and usability of the DDSS?**

◯ Very satisfied, it is intuitive and user-friendly.	◯ Satisfied, it is generally easy to navigate and use.	◯ Neutral, I have mixed feelings about its user interface and usability.	◯ Dissatisfied, it is challenging to use and navigate.

2. **How satisfied are you with the outcomes and impact of the DDSS in your tele-clinic practice?**

○ **Very satisfied, it has significantly improved patient care and outcomes.**	○ **Satisfied, it has positively impacted patient care and outcomes to some extent**	○ **Neutral, the impact on patient care and outcomes is unclear or mixed.**	○ **Dissatisfied, it has not had a meaningful impact on patient care and outcomes..**

Ease of Use

1. **How easy is it for you to navigate and find the necessary information within the DDSS?**

○ **Very easy, the system is well-organized and intuitive to navigate.**	○ **Easy, I can find the information I need with minimal effort.**	○ **Moderately difficult, it takes some time and effort to locate specific information.**	○ **Very difficult, the system's navigation and information retrieval are challenging**

2. How clear and understandable are the recommendations provided by the DDSS?

○ **Very clear and understandable, the recommendations are easy to interpret and implement.**	○ **Clear, I can comprehend the recommendations with some effort.**	○ **Moderately unclear, there are instances where the recommendations are ambiguous or confusing.**	○ **Very unclear, the recommendations are often difficult to understand or interpret.**

3. How well does the DDSS integrate with other existing technologies and systems in your tele-clinic practice?

○ **Very well, it seamlessly integrates with other technologies and systems.**	○ **Well, it generally integrates smoothly, but there are occasional challenges.**	○ **Moderately, there are some integration issues that need improvement.**	○ **Poorly, it does not integrate well with other technologies and systems**

Accuracy And Completeness Of Disease Protocol

1. **Does the protocol align with established international clinical guidelines?**

○ **Yes, the protocol closely adheres to recognized international clinical guidelines.**	○ **The protocol partially aligns with established international clinical guidelines.**	○ **No, the protocol does not align with established international clinical guidelines.**	○ **I am unsure about the alignment of the protocol with established international clinical guidelines**

2. **Does the protocol include a comprehensive diagnostic plan for the disease?**

○ **Yes, the protocol provides a detailed diagnostic plan that outlines the necessary tests, assessments, and criteria for accurate disease diagnosis.**	○ **The protocol partially covers the diagnostic plan, but additional information or specific guidelines may be needed to ensure a thorough and standardized approach.**	○ **No, the protocol does not adequately address the diagnostic plan, potentially leaving healthcare providers without clear guidance on how to establish an accurate diagnosis.**	○ **I am unsure about the coverage of the diagnostic plan in the protocol without further examination of its contents.**

3. **Does the protocol outline a well-defined treatment plan for the disease?**

○ **Yes, the protocol provides a comprehensive treatment plan that encompasses evidence-based therapies, interventions, and medications tailored to the disease and patient's condition.**	○ **The protocol outlines some aspects of the treatment plan, but further information or specific recommendations may be required for a comprehensive approach.**	○ **No, the protocol lacks a comprehensive treatment plan, which may hinder healthcare providers in delivering effective and appropriate treatment to patients.**	○ **I am unsure about the inclusion of a treatment plan in the protocol without a detailed review of its content.**

4. **Does the protocol cover various aspects of disease management, including monitoring, follow-up care, and lifestyle modifications?**

○ **Yes, the protocol covers various aspects of disease management, providing guidance on monitoring, follow-up care, and lifestyle modifications for patients with the disease**	○ **The protocol addresses some aspects of disease management, but additional information or guidelines may be necessary for a more thorough and effective management plan.**	○ **No, the protocol does not adequately address disease management, potentially leaving healthcare providers without clear instructions on long-term care and support for patients.**	○ **I am unsure about the coverage of disease management in the protocol without a comprehensive analysis of its contents.**

5. **Does the protocol include information on risk factors for the disease?**

○ **Yes, the protocol provides detailed information on risk factors for the disease.**	○ **The protocol mentions some risk factors for the disease, but additional information may be needed.**	○ **No, the protocol does not include information on risk factors for the disease.**	○ **I am unsure about the inclusion of risk factor information in the protocol.**

6. **Does the protocol offer guidance on the management of symptoms and potential complications associated with the disease?**

○ **Yes, the protocol provides clear guidance on managing symptoms and potential complications.**	○ **The protocol offers some guidance on managing symptoms and potential complications, but more details could be included.**	○ **No, the protocol does not provide sufficient guidance on managing symptoms and potential complications.**	○ **I am unsure about the guidance offered in the protocol regarding symptom management and potential complications.**

7. **Does the protocol consider the specific needs of different patient populations, such as children, pregnant women, or older adults?**

○ Yes, the protocol closely adheres to recognized international clinical guidelines.	○ The protocol partially aligns with established international clinical guidelines.	○ No, the protocol does not align with established international clinical guidelines.	○ I am unsure about the alignment of the protocol with established international clinical guidelines

8. **Does the protocol cover appropriate follow-up care and monitoring for patients with the disease?**

○ Yes, the protocol includes clear instructions for appropriate follow-up care and monitoring of patients with the disease, ensuring continuity of care and timely assessment of treatment effectiveness.	○ The protocol partially covers follow-up care and monitoring, but it may lack specific details or frequency guidelines for patient evaluations.	○ No, the protocol does not sufficiently address follow-up care and monitoring, potentially leaving healthcare providers without clear guidance on long-term patient management.	○ I am unsure about the coverage of follow-up care and monitoring in the protocol without a comprehensive analysis of its contents.

9. **Does the protocol provide recommendations for healthcare providers on reporting or notifying cases of the disease to public health authorities, if necessary?**

○ Yes, the protocol offers clear recommendations for healthcare providers on reporting or notifying cases of the disease to public health authorities, ensuring appropriate disease surveillance and control measures.	○ The protocol partially addresses reporting or notifying cases to public health authorities, but it may need more specific guidance on the reporting process and requirements.	○ No, the protocol does not provide sufficient recommendations for reporting or notifying cases to public health authorities, potentially hindering timely and effective disease tracking	○ I am unsure about the presence of recommendations for reporting or notifying cases in the protocol without further examination of its contents.

10. **Does the protocol address any relevant legal or ethical considerations associated with the disease or its treatment?**

○ Yes, the protocol considers and addresses relevant legal and ethical considerations associated with the disease or its treatment, ensuring compliance with regulations and ethical principles	○ The protocol partially covers legal or ethical considerations, but additional information or specific guidelines may be necessary to address all relevant aspects adequately.	○ No, the protocol does not adequately address legal or ethical considerations, potentially raising concerns about the appropriateness and legality of certain aspects of care.	○ I am unsure about the coverage of legal or ethical considerations in the protocol without a comprehensive analysis of its contents.

11. **Does the protocol reference additional resources or references for further information on the disease?**

○ Yes, the protocol includes a comprehensive list of additional resources and references, providing	○ The protocol references some additional resources or references, but more comprehensive	○ No, the protocol does not reference additional resources or references, potentially limiting	○ I am unsure about the inclusion of additional resources or references in the protocol without a

healthcare providers with further information on the disease and its management	and diverse sources could enhance its credibility and usefulness.	healthcare providers' access to further information and expert insights.	detailed review of its content.

Thank you for taking the time to complete the questionnaire on the utilization and impact of digital decision support systems in tele-clinic practice - your insights are greatly appreciated!